



Full Time Position

Provisional Appointment Pending Civil Service Exam

Starting Salary: \$40,215

CSEA Benefits

INFORMATION TECHNOLOGY SPECIALIST

DISTINGUISHING CHARACTERISTICS:

The incumbent assists the City of Newburgh Police Department Administrative Staff in the coordination of subsequent on-going maintenance by acting as a liaison between the Police Department and City of Newburgh technical staff. Works independently in assisting users in the resolution of general IT questions and requests for IT support; manages, tracks, and follows up on IT related calls until problem resolution; may provide tutoring to users in operating equipment and systems and may help in training others; will maintain and safeguard law enforcement sensitive data in compliance with City of Newburgh Police Department General Orders; work is performed under the general supervision of the Police Department Administrative Division Commander or designee. Does related work as required.

TYPICAL WORK ACTIVITIES

Provides computer support activities for City of Newburgh Police Department staff in operating the various computer systems. Performs routine maintenance to, or coordinates off-site repairs of, computers and peripheral equipment. Performs case maintenance activities by updating the data on the system such as case openings, case closings and related activities. Plans and Coordinates software installations and scheduled downloads. Creates user identification names and passwords for new and existing staff to maintain network security. Demonstrates to new staff the proper use of existing software applications. Provides training and orientations for computer users on databases, new software and equipment. Performs file purge operations needed to maintain optimum resource utilization. Orders and maintains LT. equipment and related supplies including, but not limited to, Police Department camera systems and police vehicle Mobile Data Terminals. Will secure and fulfill requests for Police Department radio transmissions, recorded phone lines, body-worn camera videos, in-vehicle recording device videos and street camera videos. Will assist administrative staff in fulfilling F.O.I.L. requests.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Good knowledge of standard office software applications including word processing, spreadsheets and databases. Good knowledge of personal computer hardware, software, operating systems and peripheral devices. Working knowledge of the computer principles, techniques, procedures and regulations as they apply to the IT Department. Working knowledge of network operating systems and applicable local and wide area network technologies. Ability to advise and train others in computer operation, software, and database applications. Ability to install and configure network hardware and software. Ability to troubleshoot software and hardware malfunctions and determine an effective means for resolution. Ability to communicate effectively both orally and in writing; Ability to establish and maintain effective working relationships.

MINIMUM REQUIREMENTS; Either;

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in computer science or computer information systems or a closely related field; or
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience installing, maintaining, and resolving problems related to computer hardware, software, networks and peripheral equipment; or
- C. An equivalent combination of training and experience as defined by the limits of (a) and (b).

SPECIAL REQUIREMENTS FOR APPOINTMENT:

- Must complete and comply with all confidentiality of information requirements per D.C.J.S. and City of Newburgh Police Department General Orders.
- Must possess and maintain a valid N.Y .S. driver's license.
- Must be able to pass a criminal justice employment and City of Newburgh Police Department background investigation.
- Conviction of a felony will disqualify employment and conviction of a misdemeanor may disqualify employment.
- Must possess and maintain a valid driver's

Send Resume with cover letter via email to

mmills@cityofnewburgh-ny.gov

Thru 7/19/17

CITY OF NEWBURGH – AN EQUAL OPPORTUNITY EMPLOYEE